

SERVICE-related description

Web Proxy

Version 1.0 (12.02.2024)

1. Designation and object of SERVICE

1.1 Object of Service:

The SERVICE relates to services in the area of „Web Proxy“.

1.2 Purpose, Scope and Type of the Service:

The parties agree on the type and scope as well as the exclusive purposes of the commissioned data processing of the data by the contractor as follows:

The Contractor provides the client with a web proxy service with the following components for secure communication with the Internet:

- Internet proxy with content filtering and virus protection
- Provision and operation of the necessary infrastructure components as a managed service at the contractor's data centre
- Administration of web proxy services
- 2nd level support for designated client contacts
- Provision and operation of a load-balancing service for load distribution, as a reverse proxy or optionally as a pre-authentication interface in accordance with the service description.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

- Personal details (e.g. name, first name)
- Username, email
- Log data (e.g. client IP, timestamps, URLs visited, downloads performed)

Special categories of data¹:

- The Commissioned Data Processing does not concern any special categories of data within the meaning of Art. 9 GDPR.
- The Commissioned Data Processing concerns the following special categories of data within the meaning of Art. 9 GDPR:

¹ Special categories of personal data include: Data revealing the ethnic origin, political opinions, religious or philosophical beliefs or trade union membership as well as genetic data, biometric data, health data and data relating to sex life or sexual orientation.

1.4 Categories of data subjects concerned by the commissioned data processing

The data concerns the data of the following categories of data subjects:

- Employee of the client

2. Designation of subcontractors

- No subcontractors are used as part of the Commissioned Data Processing.
- In accordance with section 8 of the FRAMEWORK AGREEMENT on the Commissioned Data Processing, the subcontractors listed below are used as part of the Commissioned Data Processing.

The following subcontractors process the data on behalf of the contractor for partial SERVICES of the Commissioned Data Processing:

Designation of subcontractor	Address Subcontractor	Description of the Commissioned Data Processing
CA EUROPE SARL und seine verbundenen Unternehmen	Route de la Longeraie 9, 1110 Morges, Schweiz	BROADCOM manufacturer support (a list of affiliated companies can be found here https://www.broadcom.com/company/legal/privacy/third-party-list) if the client does not have its own support contracts.
ITeratio GmbH	Von-der-Wettern Straße 23 51149 Köln	Support monitoring

3. List of permitted Commissioned Data Processing activities in third countries

- No data processing takes place within the scope of the Commissioned Data Processing in third countries.
- In accordance with Section 2 of the FRAMEWORK AGREEMENT, the Client consents to the Contractor and/or subcontractors in the third countries specified below to carry out parts of the Commissioned Data Processing:

Designation of subcontractor	Description of the Commissioned Data Processing provided in third countries	Third country designation
CA EUROPE SARL und seine verbundenen Unternehmen	BROADCOM manufacturer support (a list of affiliated companies can be found here https://www.broadcom.com/company/legal/priv	If a support case is opened directly with the manufacturer Broadcom, the personal data may be processed in third countries. A list of potential third countries is available here

	acy/third-party-list) if the client does not have its own support contracts.	https://www.broadcom.com/company/legal/privacy/third-party-list .
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4. Additional arrangements on SERVICE-related technical and organisational measures

- As part of the provision of the services, the Contractor shall take the technical and organisational measures defined in ANNEX 2 of the FRAMEWORK AGREEMENT to ensure the security of the Commissioned Data Processing in accordance with Art. 32 GDPR.
- In addition to the technical and organisational measures defined in ANNEX 2 of the FRAMEWORK AGREEMENT, the contractor shall take the technical and organisational measures described below as part of the provision of the SERVICES to ensure the security of the Commissioned Data Processing in accordance with Art. 32 GDPR.

Description of SERVICE-related technical and organizational measures:

- Instead of the technical and organisational measures defined in ANNEX 2 of the FRAMEWORK AGREEMENT, the contractor shall take the technical and organisational measures described below as part of the provision of the SERVICES to ensure the security of the Commissioned Data Processing in accordance with Art. 32 GDPR.

Description of SERVICE-related technical and organizational measures: